

## Level of Housing Assistance Determination

HOUSING BARRIERS	Rental History	Credit History	Financial Status	Criminal History	Mental Health/ Substance Abuse	History of Landlord/Tenant Issues	History of Homelessness
<b>LEVEL 1</b>	Established local history; no evictions; Landlord references are fair to good	Good, with the exception of a few late utility and/or credit card payments	No significant barriers except financial; very low income; insufficient emergency reserves	None that effect housing	None that effect housing	Can provide at least one positive landlord reference	No prior incidence of homelessness
<b>LEVEL 2</b>	limited or out-of-state. May have 1-2 explainable evictions for non-payment. Prior landlords may report a problem with timely rent.	Pattern of late or missed payments	Financial barriers include very low income, may have inconsistent employment, poor budgeting skills.	Household has no serious criminal history, but may have a few minor offenses such as moving violations, a DUI, or a misdemeanor	No serious mental illness or chemical dependency that affects housing retention.  May have some level of depression or anxiety or problems responding to conflict.	May lack awareness of landlord-tenant rights/responsibilities.  May have minor problems meeting basic household care/cleaning.	May have been homeless once before.
<b>LEVEL 3</b>	includes up to 3 evictions for non-payment. Prior landlord references fair to poor. Partial damage deposit returned. Some complaints by other tenants for noise.	includes late payments and possible court judgments for debt, closed accounts.	Household is very low income, has periods of unemployment, no emergency reserves, lacks budgeting skills.	Some criminal history, but none involving drugs or serious crimes against persons or property.	Problems with mental health or alcohol/substance use that somewhat impacts compliance with tenancy requirements.  Conflict may exist in household.	May have deficits in care of apartment, landlord-tenant rights/responsibilities, and communications skills with landlord and/or other tenants.	May have lost housing and been homeless several times in past.
<b>LEVEL 4</b>	includes up to five evictions for non-payment and/or lease violations; Landlord references poor; Security deposit may have been kept due to damage to unit.	Poor, late payments, may include judgment for debt to a landlord, closed accounts.	Extremely low income, no emergency reserves, bank accounts closed, lacks budgeting skills.	Violations may include drug offense or crime against persons or property	May be using drugs/alcohol and/or has mental health problems.  May have conflict with children or partner.	May lack ability to care for apartment or communicate appropriately with landlord and other tenants.	Has likely been homeless multiple times or for more extended periods.
<b>LEVEL 5</b>	Extremely poor rental history, multiple evictions, serious damage to apartment, complaints.	Credit history includes multiple judgments, unpaid debts to landlords, closed accounts.	Extremely low income, no emergency reserves, bank accounts closed, lacks budgeting skills <b>and</b> no potential to earn more income through employment or otherwise	Extensive criminal background, including <u>multiple</u> violations may include drug offense or crime against persons or property	Active and serious chemical dependency or mental illness.	Unable to comply with lease requirements or interact positively with landlord/tenants; poor apartment management skills, out-of-control behaviors by adult or children.	May have experienced chronic homelessness (multiple and/or extended periods of homelessness).

	Level of Assistance	Landlord Assistance
<b>LEVEL 1</b>	<p><b>The CalWORKs household will need minimal assistance to obtain and retain housing.</b></p> <ul style="list-style-type: none"> <li>❖ Financial assistance for housing start-up (e.g. first month's rent, security deposit, utility deposit)</li> <li>❖ Initial consultation related to housing search (e.g. where to find rental information, how to complete housing applications, documentation needed)</li> <li>❖ Time-limited rental assistance, per client Family Stabilization Plan</li> <li>❖ Home visit/check-in after move-in</li> <li>❖ Offer of services (at tenant request) for up to 3 months</li> </ul>	<ul style="list-style-type: none"> <li>❖ will likely include only program contact information for tenancy concerns</li> </ul>
<b>LEVEL 2</b>	<p><b>The CalWORKs household will need routine assistance to obtain and retain housing.</b></p> <ul style="list-style-type: none"> <li>❖ Financial assistance for housing start-up</li> <li>❖ Time-limited rental assistance, per client Family Stabilization Plan</li> <li>❖ Initial consultation and ongoing assistance with housing search, including bus tickets as needed</li> <li>❖ Development of Housing Plan to work on any identified retention barriers</li> <li>❖ Weekly home visits for first two months; then reduce to bi-weekly or monthly as most Housing Plan goals are met.</li> <li>❖ Services available for up to 6 months, depending on housing problems and progress toward Family Stabilization Plan goals.</li> </ul>	<ul style="list-style-type: none"> <li>❖ 6 month availability: landlord can call with tenancy issues and program will respond.</li> <li>❖ Program will check in with landlord periodically for updates.</li> <li>❖ HS Program will relocate household if landlord is considering eviction.</li> </ul>
<b>LEVEL 3</b>	<p><b>The CalWORKs household will need more intensive and/or longer assistance to obtain and retain housing.</b></p> <ul style="list-style-type: none"> <li>❖ Financial assistance for housing start-up</li> <li>❖ Time-limited rental assistance, per client Family Stabilization Plan.</li> <li>❖ Initial consultation and ongoing assistance with housing search, including bus tickets as needed. Staff may accompany client to the landlord interview.</li> <li>❖ Development of Housing Plan to work on any identified retention barriers.</li> <li>❖ Weekly home visits for first two months; then reduce to bi-weekly or monthly as most Housing Plan goals are met. Include unannounced drop-in visits.</li> <li>❖ Services available for up to 9 months, depending on housing problems and progress toward Family Stabilization Plan goals.</li> </ul>	<ul style="list-style-type: none"> <li>❖ 9 month availability; landlord can call with tenancy issues and program will respond even after services end.</li> <li>❖ Program will check in with landlord periodically for updates.</li> <li>❖ HS Program will relocate if an eviction is being considered. If household will not leave, program may pay court costs. Program may pay or repair damages.</li> </ul>
<b>LEVEL 4</b>	<p><b>The CalWORKs household will need more intensive and longer assistance to obtain and retain housing.</b></p> <ul style="list-style-type: none"> <li>❖ Financial assistance for housing start-up</li> <li>❖ Time-limited rental assistance, per client Family Stabilization Plan</li> <li>❖ Initial consultation and ongoing assistance with housing search, including bus tickets as needed. Staff may accompany client to the landlord interview.</li> <li>❖ Development of Housing Plan to work on any identified retention barriers</li> <li>❖ Weekly home visits for first two months; then reduce to bi-weekly or monthly as most Housing Plan goals are met. Include unannounced drop-in visits.</li> <li>❖ Services available for up to 12 months, depending on housing problems and progress toward Family Stabilization Plan goals.</li> </ul>	<ul style="list-style-type: none"> <li>❖ 12 month availability; landlord can call with tenancy issues and program will respond; ongoing option to call even after Rapid Re-Housing services are ended can be offered or negotiated on a case-by-case basis.</li> <li>❖ Program will check in with landlord monthly (or more often if landlord prefers) for updates/issues.</li> <li>❖ May pay an additional damage deposit and/or last month's rent in addition to normal start-up costs.</li> <li>❖ HS Program will relocate household if an eviction is being considered. If household will not leave, program may pay court costs of eviction.</li> <li>❖ Program may pay or repair damages.</li> </ul>
<b>LEVEL 5</b>	<p><b>The CalWORKs Household needs longer or more intensive services; may need staff with more professional training.</b> HS Program refers household to appropriate program thru CAPSLO's network of agencies.</p>	